



# CHICAGO

# ENVIRONMENTAL COMPLAINT? REPORT IT TO 3-1-1.

CALL 3-1-1 

VISIT [311.CHICAGO.GOV](http://311.CHICAGO.GOV) 

CHI311 MOBILE APP 

The Chicago Department of Public Health's (CDPH) environmental inspectors protect public health and the environment by addressing air, water and land threats throughout the city. Staff in this program respond to complaints, inspect sites and facilities and enforce environmental laws.

You can submit a complaint to CDPH by calling 3-1-1, using the Chi311 mobile app or online at [311.chicago.gov](http://311.chicago.gov). Please provide as much detail as possible so CDPH can send the appropriate inspector and respond thoroughly. Below are some helpful tips and questions you can ask yourself when submitting a complaint to 3-1-1.

## WHAT

- Did you see something (e.g. dust or dumped materials)?
- Did you smell something (e.g. gasoline, smoke or chemical odor)?
- Did you hear something (e.g. business mechanical equipment)?

## WHERE

- Describe where the issue is occurring.
- Is the issue on your property or someone else's?
- If you saw something, what direction was it coming from?

## WHO

- Do you know who or what is causing the issue?
- Is there a specific facility or business involved? (e.g. company names on trucks or equipment)
- Are there other residents affected by this issue?

## WHY

- Why is this issue a concern?
- How is the issue affecting you?
- If you feel this is a dangerous or unsafe situation, call 9-1-1.

## YOU

If you are comfortable doing so, please provide the information below in case an inspector has questions, although not required.

- Your name, phone number or email, and address (if occurring on your property)



# CDPH ENVIRONMENTAL INSPECTIONS & RESPONSE

## WE RESPOND TO...



- Construction and demolition issues
- Air pollution, odor and dust
- Spills or dumping in sewers/waterways
- Industrial equipment noise (not including vehicles)
- Illegal removal - or removal without oversight - of suspect or damaged asbestos in multi-family units, commercial and industrial facilities
- Dumping of chemicals, oil and/or building materials

## WE DO NOT RESPOND TO...



- Residential noise, parties or music
- Suspect asbestos in single-family units
- Drag racing, loud cars or motorcycles with modified mufflers
- Hours/times for construction operations
- Mold
- Indoor smoking
- Early morning garbage pick-up
- Residents using fire pits or barbecuing
- Residential outdoor lighting
- Fireworks



## YOU SHOULD REPORT THESE TO...

- Any noise complaints, except mechanical noise, should be directed to the Chicago Police Department by calling 9-1-1.
- Fireworks complaints should be directed to the Chicago Police Department by calling 9-1-1.
- If you are a renter and your landlord will not correct a water leak causing mold, please submit a complaint to the Department of Buildings (DOB) stating the cause of the water leak, and as a result, mold is present.
- Fire pit use and barbecuing is legal.
- Indoor smoking should be reported on 311.Chicago.gov under "Health."
- Trucks loading or off-loading, as well as construction equipment concerns such as bulldozing or cranes.

## COMPLAINT PROCESS

Call 3-1-1



Chi311 App



Visit [311.chicago.gov](http://311.chicago.gov)



1

You can make an environmental complaint by calling 3-1-1, using the Chi311 mobile app or online at [311.chicago.gov](http://311.chicago.gov).

You will receive a service request number that will allow you to track the progress and resolution of your complaint.

When possible, include source address or company name.

2

A CDPH inspector will be assigned to the complaint and likely visit the site to conduct an investigation. This visit generally occurs within 24 - 48 hours after the complaint is assigned.

Completion times vary by request type.

3

A CDPH inspector will file a report detailing their findings.

If incident violates Chicago Municipal Code, inspector will determine if specific changes are needed and/or issue a citation.

If warranted, ongoing monitoring will occur to ensure compliance with required changes, such as equipment installation.

4

CDPH inspector closes out the complaint once the inspection is completed. In the coming days, the inspector will file a report and post resolution on the City's data portal at [data.cityofchicago.org](http://data.cityofchicago.org).

Resolutions can be viewed by searching by the address provided by complainant.